STAR Kids Weekly Operational Dashboard

Ombudsman Complaints

Contact Reason	10/27 (M)	(P)	11/2 (M)	(P)	11/9 (M)	(P)	11/16 (M)	(P)	11/23 (M)	(P)	11/30 (M)	(P)	12/7 (M)	(P)	12/14 (M)	(P)	12/21 (M)	(P)	12/28 (M)	(P)	1/4 (M)	(P)
Member Access to Care Coordination	0	0	1	0	1	0	1	0	4	0	1	0	3	1	1	0	2	0	0	0	3	0
Member Access to Prescriptions	0	0	0	0	0	0	3	0	3	0	2	0	3	0	4	0	8	0	3	0	4	0
Member Access to Prov/Long Term Serv & Su	2	0	4	0	5	0	3	0	3	0	4	1	0	0	0	0	4	0	4	0	1	0
Member Notice / Information Request	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
Member Disagrees with Policy / EOB	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0
Member Fair Hearings / Appeals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Member Treatment Inappropriate / Ineffective	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Member Eligibility / Enrollment	0	0	1	0	3	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	0
Member or Provider Medicaid Therapy Rates	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Provider Enrollment / Billing	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	3	1	0	0	0
Member or Provider Other	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1	0	0	0	0	0	0	0
TOTAL	3	0	7	0	10	0	7	0	11	0	11	1	9	3	6	0	16	3	8	0	11	0

MCO Member & Provider Complaints

Complaint Reason	10/27 (M)	(P)	11/2 (M)	(P)	11/9 (M)	(P)	11/16 (M)	(P)	11/23 (M)	(P)	11/30 (M)	(P)	12/7 (M)	(P)	12/14 (M)	(P)	12/21 (M)	(P)	12/28 (M)	(P)	1/4 (M)	(P)
Quality of Care	0	0	0	0	0	0	0	0	3	0	1	0	4	0	3	1	1	0	2	0	0	0
Accessibility/Availability	1	0	1	0	0	3	2	1	2	0	1	0	2	0	0	0	1	0	0	1	1	0
Claims Processing	0	1	0	1	0	0	0	0	0	0	0	4	0	2	0	5	0	3	0	2	0	1
Other	1	1	0	0	1	3	3	1	3	1	2	1	4	1	5	4	7	6	8	9	3	8
TOTAL	2	2	1	1	1	6	5	2	8	1	4	5	10	3	8	10	9	9	10	12	4	9

Health Plan Management Member & Provider Complaints

*Provider Only **Member Only

Complaint Reason	10/27 (M)	(P)	11/2 (M)	(P)	11/9 (M)	(P)	11/16 (M)	(P)	11/23 (M)	(P)	11/30 (M)	(P)	12/7 (M)	(P)	12/14 (M)	(P)	12/21 (M)	(P)	12/28 (M)	(P)	1/4 (M)	(P)
Access to Care	3	0	6	0	7	0	2	0	11	0	3	1	9	2	4	0	7	2	3	0	1	0
In-Network/Specialty Provider	0	0	0	0	0	0	2	1	3	0	0	0	1	0	2	2	1	0	0	0	3	0
Member Enrollment Issues	0	0	2	0	2	1	3	0	4	2	3	0	5	1	12	0	4	0	3	0	1	0
Denial of Claim	0	0	0	0	0	0	0	0	0	0	1	0	1	6	1	0	0	0	0	2	2	0
Provider Enroll./Credentialing*	0	10	0	8	0	5	0	1	0	3	0	2	0	4	0	0	0	1	0	1	0	0
Disenrollment Requests**	0	0	0	0	1	0	2	0	2	0	0	0	0	0	2	0	0	0	0	0	0	0
Other	0	2	2	4	1	3	1	3	1	2	1	5	3	0	7	12	5	6	0	2	3	10
TOTAL	3	12	10	12	11	9	10	5	21	7	8	8	19	13	28	14	17	9	6	5	10	10

MCO Member Call Center Data

Category	10/27	11/2	11/9	11/16	11/23	11/30	12/7	12/14	12/21	12/28	1/4
Calls Received	972	1132	9679	11464	9876	4385	9390	8413	6499	4850	4020
Average Hold Times (in seconds)	28.74	37.77	54.20	26.60	29.10	21.40	35.10	23.44	7.93	5.43	8.69
Outreach Calls Made	0	177	34788	134283	136117	43475	22848	19880	15147	14434	8599

MCO Screening & Assessments (SAIs)

Category	10/27	11/2	11/9	11/16	11/23	11/30	12/7	12/14	12/21	12/28	1/4
Number of SAIs Scheduled	0	18	3588	7582	7970	4761	5467	4721	4657	4214	3880
No. of SAIs completed	0	0	150	531	806	589	1803	1833	1885	1541	1564

Enrollment & Eligibility Inquiries Received

Inquiry Type	10/27	11/2	11/9	11/16	11/23	11/30	12/7	12/14	12/21	12/28	1/4
Email Inquiries Received by Command Center	152	123	63	59	53	31	31	49	42	16	39
# of Manual Enrollments by Command Center	40	10	14	11	20	40	18	9	14	8	7

Other Critical Updates/Items of Note

As of: 2/28/2017

STAR Kids Weekly Operational Dashboard

	1/11		1/18		1/25		2/1		2/8		2/15		2/22		
	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	TOTAL
	0	0	0	0	0	0	0	0	1	0	0	0	0	0	19
	2	0	4	0	2	0	2	0	2	0	2	0	5	0	49
	7	0	1	0	9	0	4	0	4	0	5	0	7	0	68
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	8
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	0	0	1	1	0	1	3	0	1	0	0	0	0	0	14
	0	0	0	0	1	0	0	0	0	0	0	0	1	0	6
	11	0	7	1	12	1	9	0	8	0	7	0	13	0	175

Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	TOTAL
0	1	1	0	0	1	3	0	1	1	5	0	2	0	30
0	0	0	1	1	0	1	0	2	1	0	3	0	0	25
1	8	0	11	0	1	0	2	3	2	1	9	1	2	60
7	9	4	14	6	15	2	26	5	4	6	1	5	1	177
8	18	5	26	7	17	6	28	11	8	12	13	8	3	292

Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	Count (M)	(P)	TOTAL
5	0	8	2	5	2	4	0	7	0	5	1	11	0	111
3	0	0	0	1	0	1	0	0	0	0	0	1	1	22
2	0	0	0	1	0	0	0	0	0	0	0	1	0	47
0	0	0	2	0	2	0	4	0	0	1	0	0	1	23
0	1	0	0	0	1	0	1	0	1	0	0	0	1	40
2	0	2	0	0	0	0	0	0	0	1	0	1	0	13
7	5	12	6	4	6	8	9	1	15	1	17	1	5	170
19	6	22	10	11	11	13	14	8	16	8	18	15	8	426

Count	Count	Count	Count	Count	Count	Count	TOTAL
6132	7828	6781	7202	7361	7914	6830	120728
15.97	20.28	15.18	23.10	23.99	27.02	20.62	23.587
12753	15522	14829	18279	18980	17599	14340	542050

Count	Count	Count	Count	Count	Count	Count	TOTAL
4881	4686	4098	4379	4129	4168	4010	77209
1602	2457	2045	2157	2355	2418	2941	26677

Count	Count	Count	Count	Count	Count	Count	TOTAL
42	39	27	31	41	26	26	890
7	5	5	5	9	15	6	243

As of: 2/28/2017